

FIG. 1

PRIOR ART

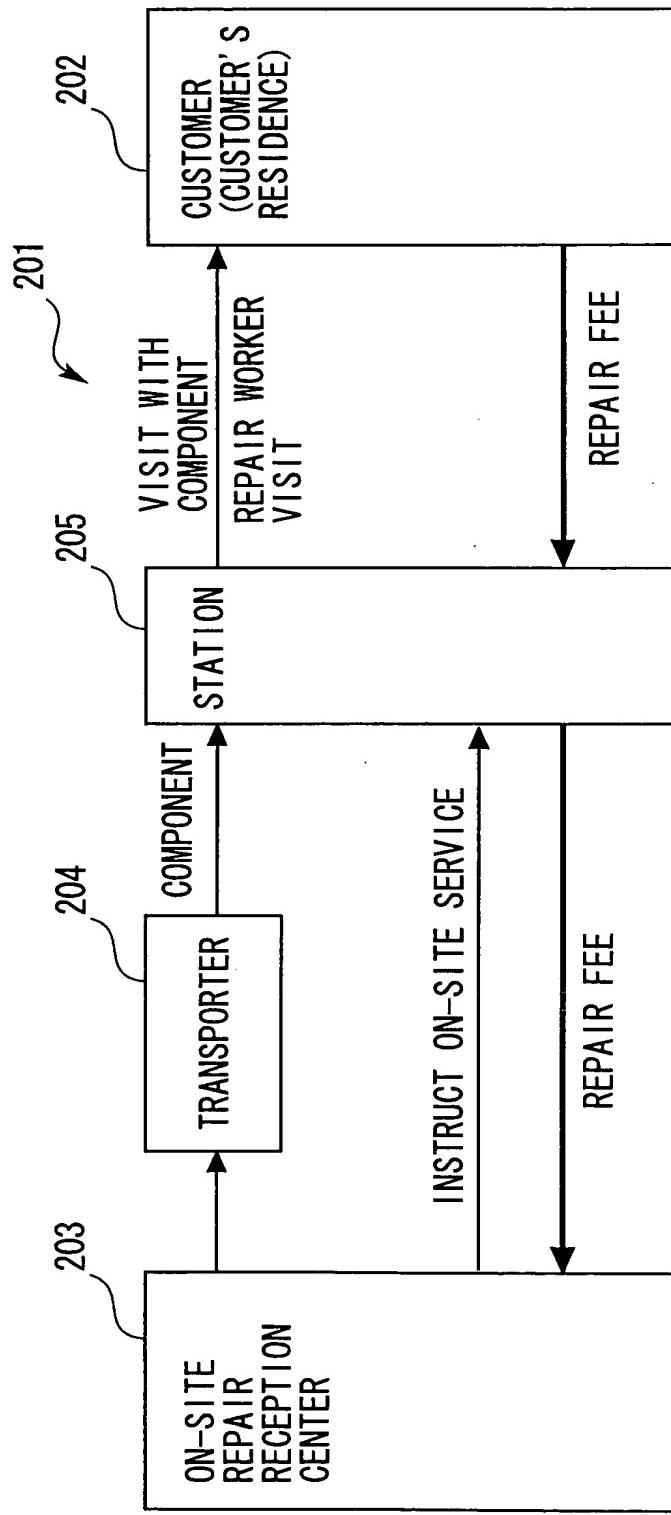
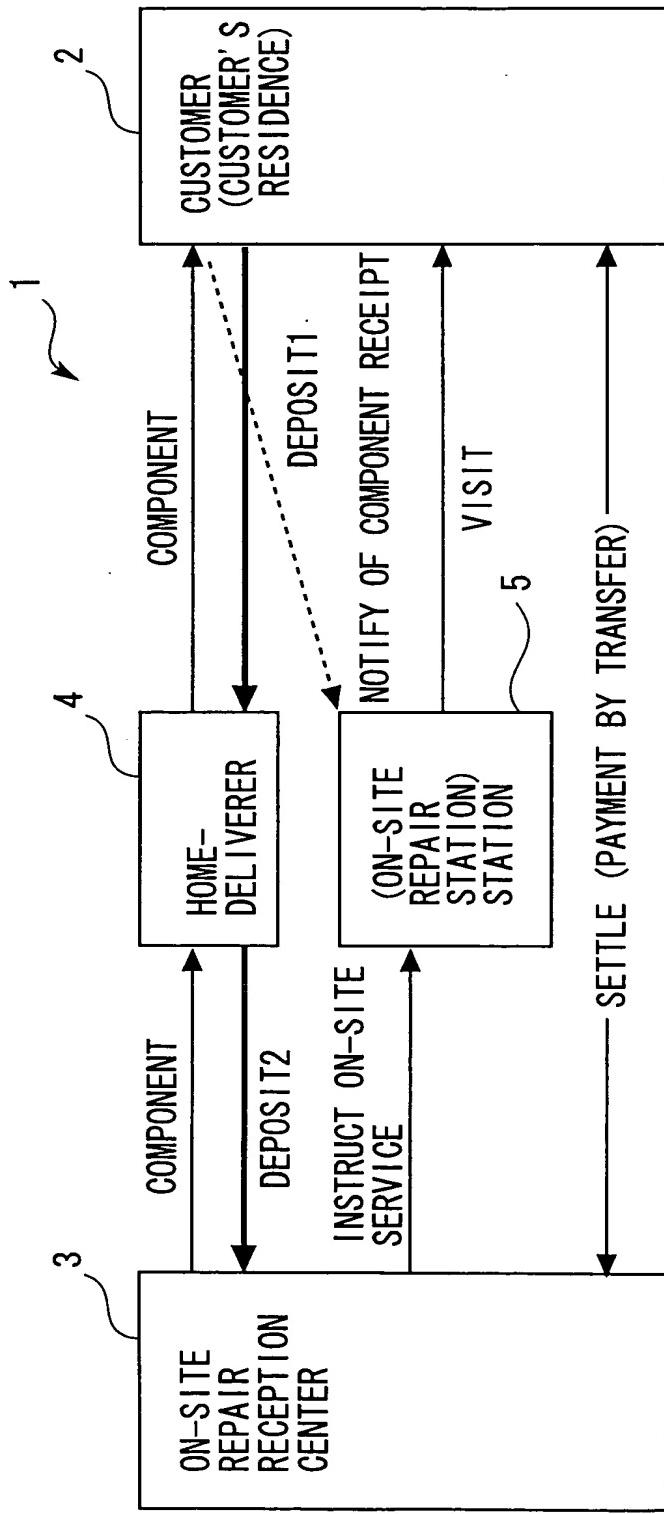


FIG. 2



NOTE 1: DEPOSIT INCLUDES CANCELLATION FEE

NOTE 2: PAYMENT OF DEPOSIT TO REPAIRER IS MADE BY (1) TEMPORARILY PAYING TOTAL AMOUNT FOR LATER REFUND ON TRANSPORTATION FEE ETC. OR (2) PAYING AMOUNT AFTER DEDUCTION OF TRANSPORTATION FEE ETC.

NOTE 3: SETTLEMENT PROCESS IS PERFORMED BY SAME-DAY PAYMENT IN CASH OR PAYMENT INTO ACCOUNT

FIG. 3A

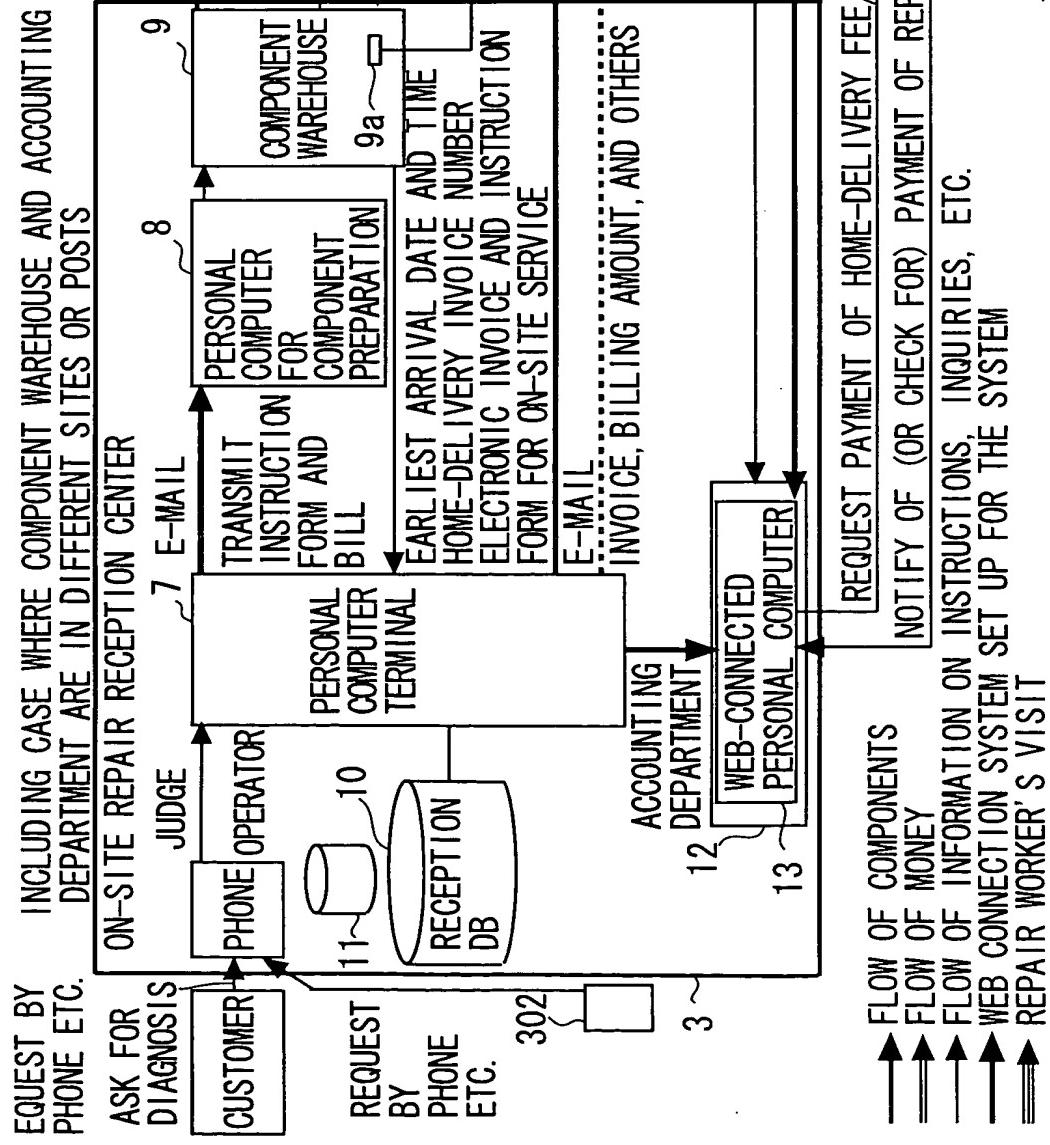


FIG. 3B

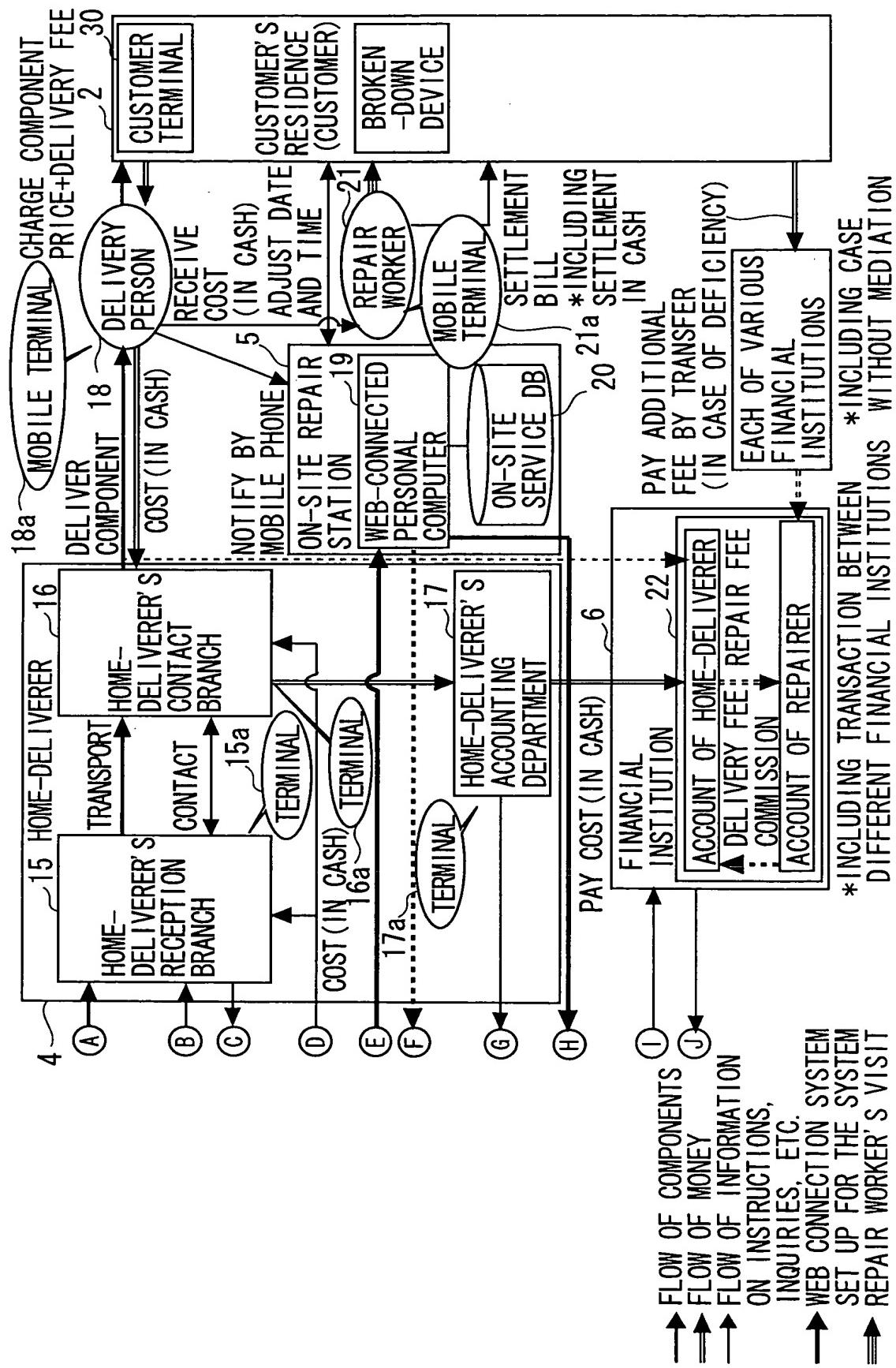


FIG. 4

1	INVOICE NUMBER	021112-001	~L1
2	RECEPTION DATE AND TIME	9:35, NOVEMBER 12, 2002	~L2
3	RECEPTIONIST	TARO FUJIYAMA	~L3
4	CUSTOMER NAME	JIRO TOKYO	~L4
5	PHONE NUMBER	03-0000-0000	~L5
6	ADDRESS	0-1-2, SHINJUKU-CHO, CHIYODA-KU, TOKYO	~L6
7	MODEL TYPE	FXXXX-100	~L7
8	MODEL NAME	FXX110VIP	~L8
9	SERIAL NUMBER	XY19981234	~L9
10	WARRANTY EXPIRATION DATE	JANUARY 3, 2000	~L10
11	PRESENCE OR ABSENCE OF WARRANTY	EXPIRED	~L11
12	FAILURE CONTENTS (SYMPTOM)	IT STOPPED OPERATION WITH A MESSAGE "OS NOT FOUND" BEING DISPLAYED YESTERDAY. EVEN IF POWERED ON SEVERAL TIMES, THE SAME PROBLEM OCCURRED.	~L12
13	DIAGNOSIS	FAILURE OF MAGNETIC DISK	~L13
14	COMPONENT TO BE REPLACED	HDD-90G	~L14
15	ESTIMATED COST	COMPONENT PRICE 25,000YEN REPAIR FEE 10,000YEN TRAVELING EXPENSES 4,000YEN TOTAL 39,000YEN	~L15
16	DESIRED VISIT DATE	19:00 OR LATER, NOVEMBER 13, 2002	~L16
17	SPECIFIC REMARK	REQUESTED BY MRS. MOMOKO TOKYO	~L17
18	NOTE	REPAIR WORK ALLOWED UNTIL 22:00	~L18
19	RECEPTION END DATE AND TIME	9:48, NOVEMBER 12, 2002	~L19
20	STATION IN CHARGE	AKIHABARA SS 03-0000-0000	~L20
21	HOME-DELIVERER	OO TRANSPORT CO., LTD.	~L21
22	OFFICE IN CHARGE	KANDA OFFICE 03-0000-0000	~L22
1	INVOICE NUMBER	021112-002	
2	RECEPTION DATE AND TIME	NOVEMBER 12, 2002	
3	RECEPTIONIST	HANAKO HINOMOTO	
4	CUSTOMER NAME	SABURO YOKOHAMA	
5	PHONE NUMBER	0492-0000-0000	
6	ADDRESS	2-1-0, KYOTO-CHO, KAWAGOE-SHI, SAITAMA	
7	MODEL TYPE	FXXXX-200	
8	MODEL NAME	FXX220VSOP	

10

FIG. 5

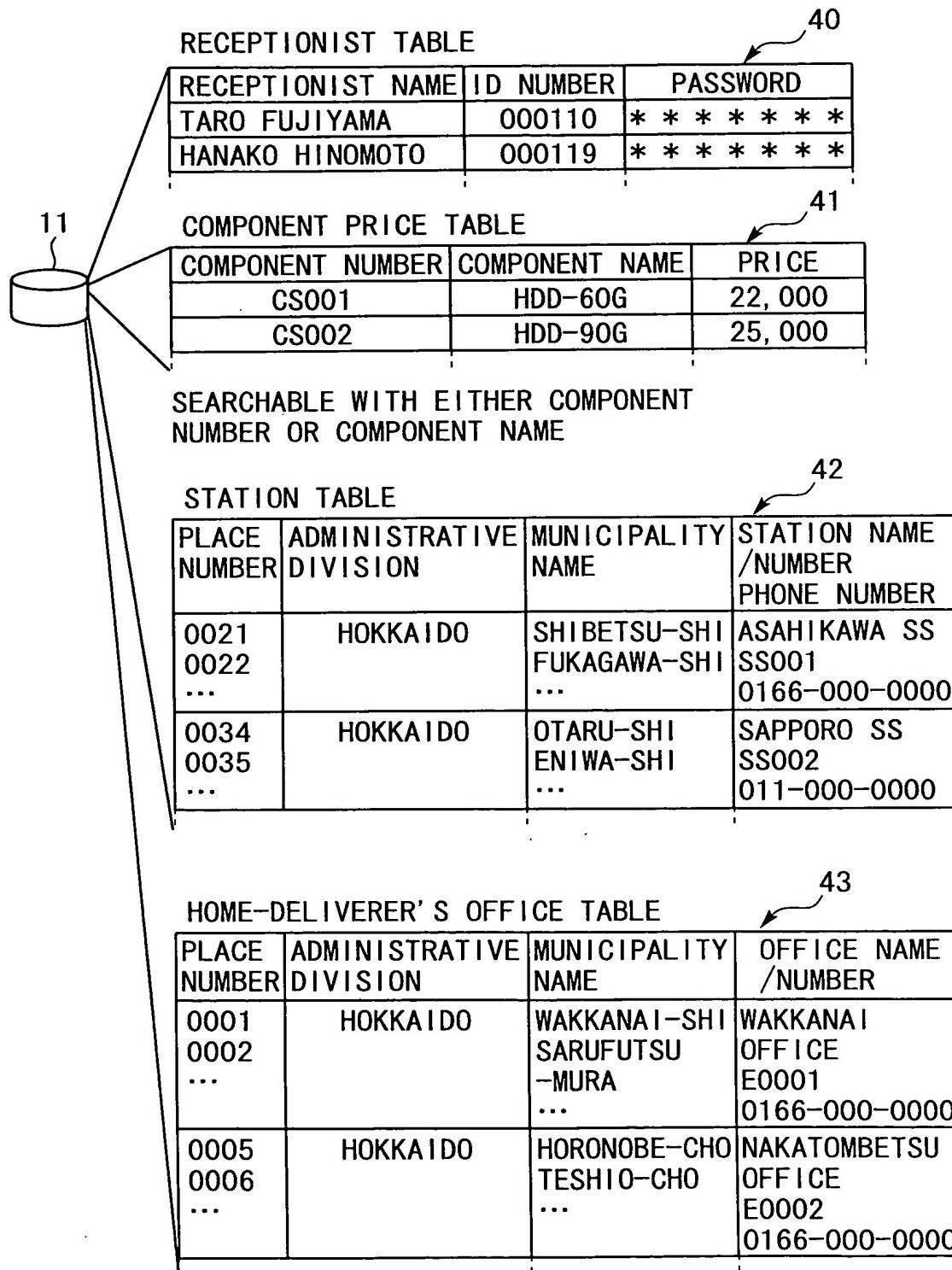


FIG. 6

1	INVOICE NUMBER	021112-001	~M1
2	RECEPTION DATE AND TIME	9:35, NOVEMBER 12, 2002	~M2
3	RECEPTIONIST	TARO FUJIYAMA	~M3
4	CUSTOMER NAME	JIRO TOKYO	~M4
5	PHONE NUMBER	03-0000-0000	~M5
6	ADDRESS	0-1-2, SHINJUKU-CHO, CHIYODA-KU, TOKYO	~M6
7	MODEL TYPE	FXXXX-100	~M7
8	MODEL NAME	FXX110VIP	~M8
9	SERIAL NUMBER	XY19981234	~M9
10	WARRANTY EXPIRATION DATE	JANUARY 3, 2000	~M10
11	PRESENCE OR ABSENCE OF WARRANTY	EXPIRED	~M11
12	FAILURE CONTENTS (SYMPTOM)	IT STOPPED OPERATION WITH A MESSAGE "OS NOT FOUND" BEING DISPLAYED YESTERDAY. EVEN IF POWERED ON SEVERAL TIMES, THE SAME PROBLEM OCCURRED.	~M12
13	DIAGNOSIS	FAILURE OF MAGNETIC DISK	~M13
14	COMPONENT TO BE REPLACED	HDD-90G	~M14
15	ESTIMATED COST	COMPONENT PRICE 25,000YEN REPAIR FEE 10,000YEN TRAVELING EXPENSES 4,000YEN TOTAL 39,000YEN	~M15
16	DESIRED VISIT DATE	19:00 OR LATER, NOVEMBER 13, 2002	~M16
17	SPECIFIC REMARK	REQUESTED BY MRS. MOMOKO TOKYO	~M17
18	NOTE	REPAIR WORK ALLOWED UNTIL 22:00	~M18
19	RECEPTION END DATE AND TIME	9:48, NOVEMBER 12, 2002	~M19
20	STATION IN CHARGE	AKIHABARA SS 03-0000-0000	~M20
21	RECEPTIONIST AT STATION		~M21
22	RECEPTION DATE AND TIME AT STATION		~M22
23	HOME-DELIVERER	OO TRANSPORT CO., LTD.	~M23
24	OFFICE IN CHARGE	KANDA OFFICE	~M24
25	HOME-DELIVERY INVOICE NUMBER	AB12345678	~M25
26	EARLIEST ARRIVAL DATE AND TIME FOR COMPONENT	11:00, WED, NOVEMBER 13, 2002	~M26
27	DETERMINED SCHEDULED VISIT DATE AND TIME	19:00, WED, NOVEMBER 13, 2002	~M27
28	DETERMINED DELIVERY DATE AND TIME FOR COMPONENT	16:00~18:00, WED, NOVEMBER 13, 2002	~M28
29	VISIT DATE AND TIME	19:00, WED, NOVEMBER 13, 2002	~M29
30	TIME REQUIRED FOR REPAIR	1 HOUR AND 40 MINUTES	~M30
31	MEASURES		~M31

20

FIG. 7

32 REPAIR FEE	29,000 YEN (29,000 YEN PAID IN ADVANCE)	M32
33 SETTLEMENT AMOUNT	000,000YEN	M33
34 IF FINANCIAL INSTITUTION FOR CUSTOMER		M34
35 ACCOUNT NUMBER		M35
36 REPORT COMPLETION DATE AND TIME		M36
37 PERSON IN CHARGE FOR ON-SITE SERVICE		M37

1 INVOICE NUMBER	
2 RECEPTION DATE AND TIME	
3 RECEPTIONIST	
4 CUSTOMER NAME	
5 PHONE NUMBER	

FIG. 8

□ AND □ INDICATE FIELDS TO BE AUTOMATICALLY INPUTTED
AND MANUALLY INPUTTED, RESPECTIVELY

A

DATA ENTRY DISPLAY FOR HOME-VISIT
NURSING RECEPTION SYSTEM

SYSTEM REGISTRATION NUMBER XXX

INVOICE NUMBER 021112-001 50 51 52

RECEPTION DATE 2002. 11. 12 09:35 RECEPTIONIST TARO FUJIYAMA

AND TIME 53 54 55

CUSTOMER NAME JIRO TOKYO PHONE NUMBER 03-0000-0000 1 PHONE NUMBER 090-0000-0000 2

ADDRESS 0-1-2, SHINJUKU-CHO, CHIYODA-KU, TOKYO 56

MODEL TYPE FXXXX-100 57 MODEL NAME FXX110VIP 58 59

SERIAL NUMBER XY19981234

WARRANTY EXPIRATION 2000 YEAR 01 MONTH 03 DAY 60 61a 61b

DATE PRESENCE OR ABSENCE OF WARRANTY

PRES. ABSENT

FAILURE CONTENTS (SYMPTOM) 62 IT STOPPED OPERATION WITH A MESSAGE "OS NOT FOUND" BEING DISPLAYED YESTERDAY. EVEN IF POWERED ON SEVERAL TIMES, THE SAME PROBLEM OCCURRED.

DIAGNOSIS RESULT 63 FAILURE OF MAGNETIC DISK

FIG. 9

COMPONENT 1. NUMBER [CS002] NAME [HDD-90G] PRICE [25,000] QUANTITY [01]		B
DUE TO BE REPLACED		
2. NUMBER [] NAME [] PRICE [] QUANTITY []		ORDERED
64 3. NUMBER [] NAME [] PRICE [] QUANTITY []		ORDERED
ESTIMATED COST	COMPONENT PRICE [25,000]	NORMAL PRICE [25,000] NO DISCOUNT
	REPAIR FEE [10,000]	NORMAL PRICE [10,000] NO DISCOUNT
	TRAVELING EXPENSES [4,000]	NORMAL PRICE [4,000] NO DISCOUNT
TOTAL [29,000] (EXCLUDING CONSUMPTION TAX)		73
DESIRED VISIT DATE AND TIME [2002] YEAR [11] MONTH [13] DAY [WED (WEEKDAY)]		
(IF DESIRED)		TO [] HOUR
		AROUND [] HOUR
		19 HOUR OR LATER
SPECIFIC REMARK [REQUESTED BY MRS. MOMOKO TOKYO]		76 75
NOTE [REPAIR WORK ALLOWED UNTIL 22:00]		77
STATION [AKIHABARA SS] PHONE NUMBER [03-0000-0000]		78 79 81
IN CHARGE		
HOME-DELIVERER [OO TRANSPORT CO., LTD.] OFFICE [KANDA OFFICE]		
DO YOU END RECEPTION INPUT? [●] END		83 80 82
RECEPTION END DATE AND TIME [2002.11.12 09:48]		
INPUT FIELDS BELOW WILL BE ENABLED AFTER END OF RECEPTION INPUT		84
[●] ORDER COMPONENT (BILL WILL ALSO BE SENT)		86
85 TRANSMISSION DATE AND TIME [2002.11.12 09:53]		
HOME-DELIVERER INVOICE NUMBER [AB12345678]		87
EARLIEST ARRIVAL DATE AND TIME FOR COMPONENT [2002] YEAR [11] MONTH [13] DAY		
88 89 [11] HOUR [00] MINUTE (24-HOUR FORMAT)		
[●] SEND INSTRUCTION FORM FOR ON-SITE REPAIR (INVOICE WILL ALSO BE SENT)		90
TRANSMISSION DATE AND TIME [2002.11.12 10:02]		

FIG. 10

C

DATA ENTRY DISPLAY FOR HOME-DELIVERY RECEPTION			92		
INVOICE NUMBER	AB1234567	91	130	RECEPTION DATE AND TIME	93
COMPONENT FOR ON-SITE REPAIR			94	95	
CLIENT NAME	ADDRESS				
PHONE NUMBER1	96a	PHONE NUMBER2	96b		
DESTINATION NAME	97	ADDRESS	98		
PHONE NUMBER1	99a	PHONE NUMBER2	99b		
PACKAGE CLASSIFICATION	101	DESIRED DELIVERY TIME SLOT	102		
100	CLASS C	DELIVERY FEE	H14. 11. 13 A:9:00~12:00		
DELIVERY OFFICE	103	ADDRESS	104		
PHONE NUMBER1	105a	PHONE NUMBER2	105b		
DELIVERY PERSON LIST	106	PHONE NUMBER	107		
CARRY-IN DATE AND TIME LIMIT	108	H14. 11. 12 11:30	EARLIEST DELIVERY DATE AND TIME	109	
CARRY-IN DATE AND TIME	110	DELIVERY DATE AND TIME	111		
ISSUE/DISTRIBUTE INVOICE					
112					

□ AND □ ARE MANUALLY INPUTTED AND AUTOMATICALLY INPUTTED, RESPECTIVELY, AND □ IS MANUALLY INPUTTED IF "COMPONENT FOR ON-SITE REPAIR" IS SELECTED

FIG. 11

AND INDICATE FIELDS TO BE
MANUALLY INPUTTED, RESPECTIVELY

INSTRUCTION/REPORT FORM FOR ON-SITE REPAIR FOR HOME-VISIT
NURSING RECEPTION SYSTEM

113

RELATED LAST INVOICE				
INVOICE NUMBER	021112-001			
RECEPTION DATE AND TIME	2002. 11. 12 09:35	RECEPTIONIST TARO FUJIYAMA		
CUSTOMER NAME	JIRO TOKYO	PHONE NUMBER 03-0000-0000 1	PHONE NUMBER 090-0000-0000 2	
ADDRESS	0-1-2, SHINJUKU-CHO, CHIYODA-KU, TOKYO			
MODEL TYPE	FXXXX-100	MODEL NAME FXX110VIP	SERIAL NUMBER XY19981234	
WARRANTY EXPIRATION DATE	2000	YEAR 01	MONTH 03	DAY
	PRESENCE OR ABSENCE OF WARRANTY			<input type="radio"/> PRESENT <input checked="" type="radio"/> ABSENT
FAILURE CONTENTS (SYMPTOM)	IT STOPPED OPERATION WITH A MESSAGE "OS NOT FOUND" BEING DISPLAYED YESTERDAY. EVEN IF POWERED ON SEVERAL TIMES, THE SAME PROBLEM OCCURRED.			
DIAGNOSIS RESULT	FAILURE OF MAGNETIC DISK			

FIG. 12

COMPONENT 1. NUMBER [CS002] NAME [HDD-90G] PRICE [25,000]		QUANTITY [01] ORDERED [●]	E
DUE TO BE REPLACED			
2. NUMBER [] NAME [] PRICE []		QUANTITY [] ORDERED [○]	
3. NUMBER [] NAME [] PRICE []		QUANTITY [] ORDERED [○]	
ESTIMATED COST	COMPONENT PRICE [25,000]	NORMAL PRICE [25,000]	NO DISCOUNT [●]
	REPAIR FEE [10,000]	NORMAL PRICE [10,000]	NO DISCOUNT [●]
	TRAVELING EXPENSES [4,000]	NORMAL PRICE [4,000]	NO DISCOUNT [●]
TOTAL [39,000] (EXCLUDING CONSUMPTION TAX)			
DESIRED VISIT DATE AND TIME (IF DESIRED)	YEAR [2002]	MONTH [11]	DAY [13] WED (WEEKDAY) 19:00~
SPECIFIC REMARK	REQUESTED BY MRS. MOMOKO TOKYO		
NOTE	REPAIR WORK ALLOWED UNTIL 22:00		
STATION IN CHARGE	AKIHABARA SS	PHONE NUMBER [03-0000-0000]	
HOME-DELIVERER	OO TRANSPORT CO., LTD.	OFFICE [KANDA OFFICE] PHONE NUMBER [03-0000-0000]	
HOME-DELIVERER INVOICE NUMBER [AB12345678]			
SCHEDULED EARLIEST ARRIVAL DATE AND TIME FOR COMPONENT	2002.11.13 11:00	RECEPTION DATE AND TIME AT STATION	2002.11.12 10:02 114
— INPUTTED BY STATION IN CHARGE OF ON-SITE REPAIR —			
DETERMINED SCHEDULED VISIT DATE AND TIME	2002 YEAR [11] MONTH [13] DAY WED (WEEKDAY) 19:00	115	
DETERMINED DELIVERY DATE AND TIME FOR COMPONENT	2002 YEAR [11] MONTH [13] DAY WED (WEEKDAY) 16:00~18:00	116	

F/G. 13

F

[REPORT]	117			
VISIT DATE <input type="text"/> 2002	YEAR <input type="text"/> 11	MONTH <input type="text"/> 13	DAY <input type="text"/> WED (WEEKDAY)	19:00
REQUIRED TIME <input type="text"/> 1	HOUR (S) <input type="text"/> 40	MINUTE (S) <input type="text"/> 118	119	
MEASURES				
REPAIR <input type="text"/>	120 FEE <input type="text"/>	SETTLED <input type="radio"/>	122 <input type="text"/>	123 FINANCIAL INSTITUTION <input type="text"/>
PERSON IN CHARGE <input type="text"/>	121 <input type="text"/>	NAME <input type="text"/>	124 YEN <input type="text"/>	125 <input type="text"/>
ACCOUNT NUMBER <input type="text"/>				
SEND REPORT O 126				

(NOTE) IS ENABLED BY CLICKING "FEE SETTLED", AND NEEDS TO BE FILLED

FIG. 14

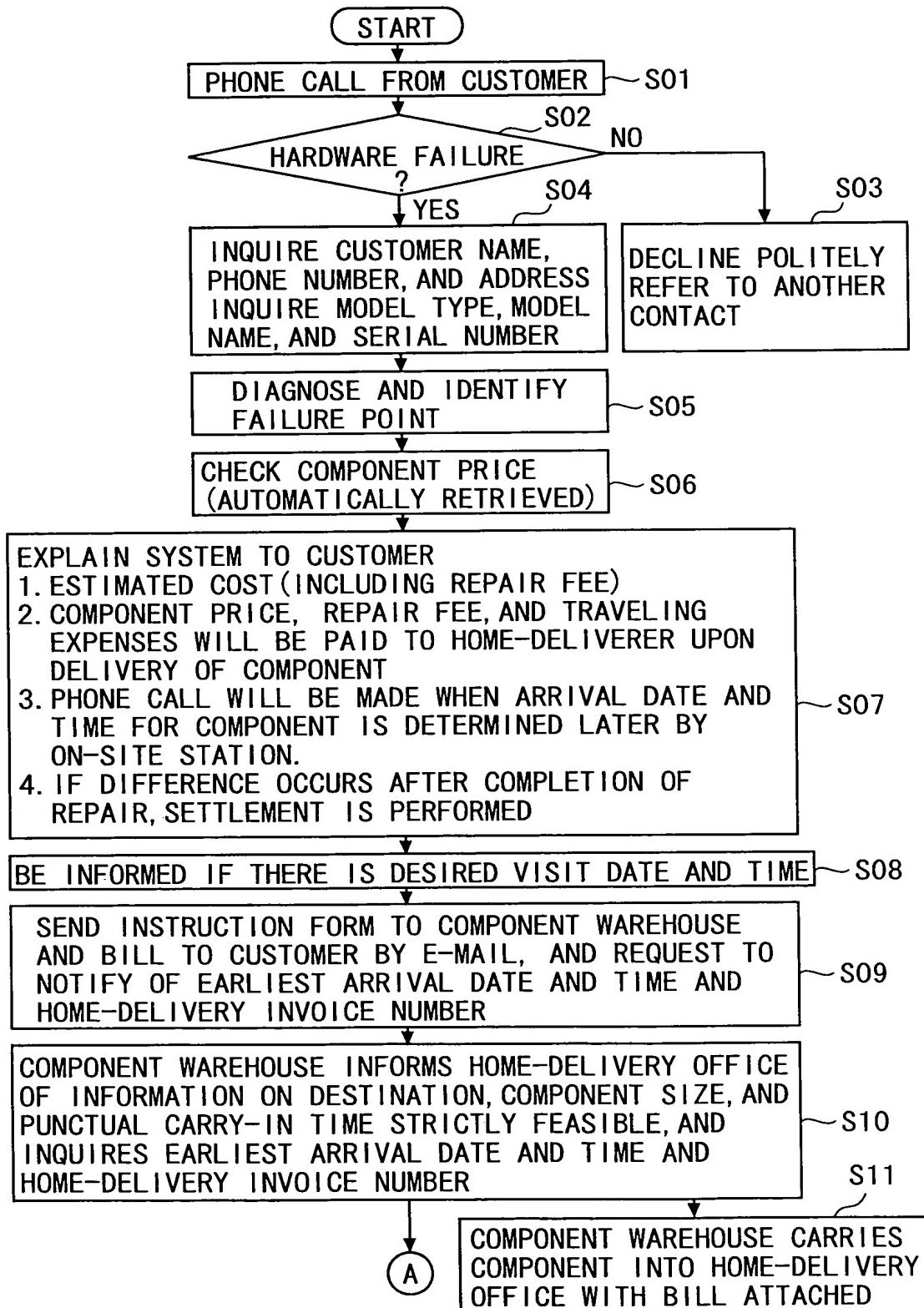


FIG. 15

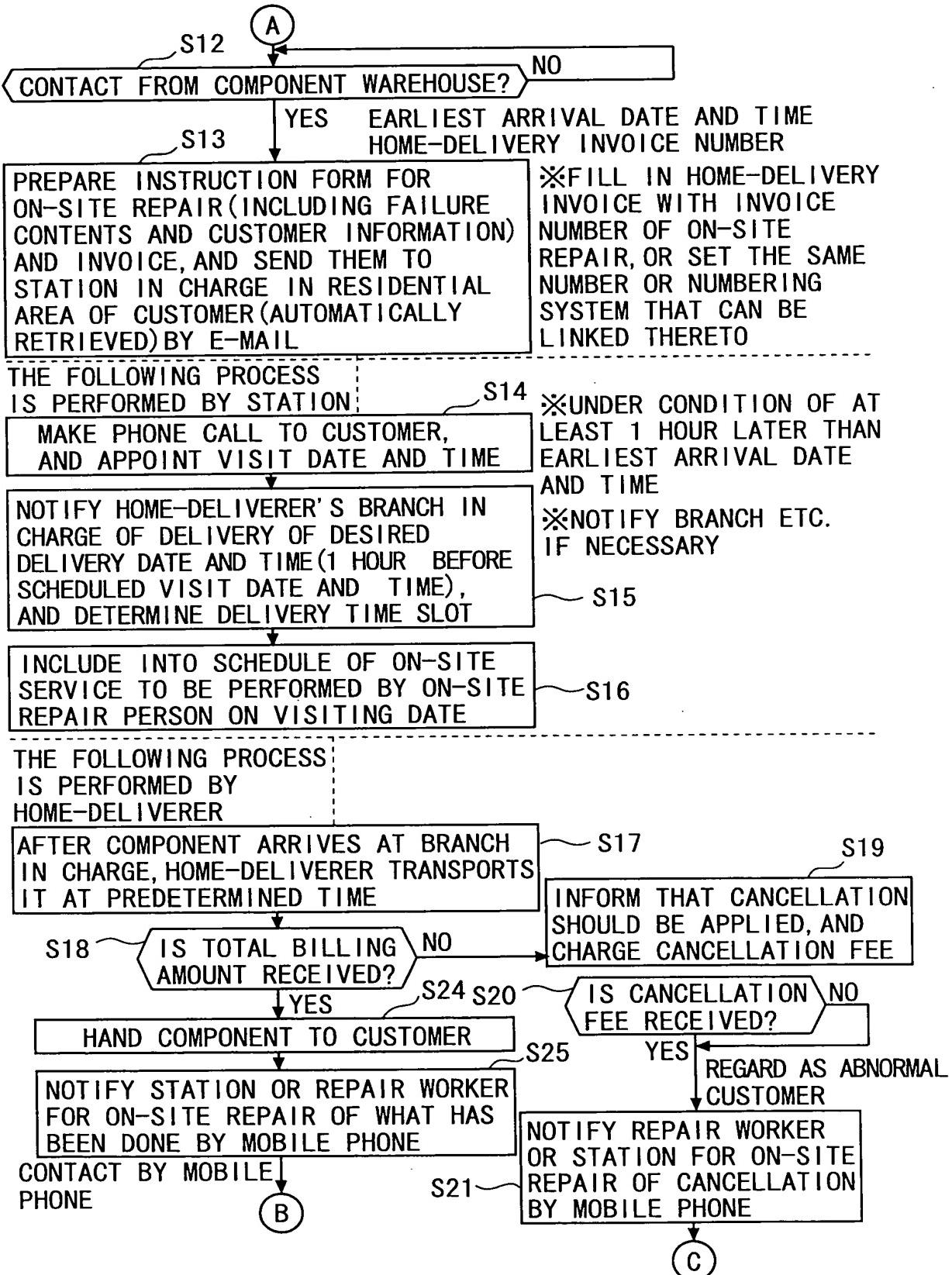


FIG. 16

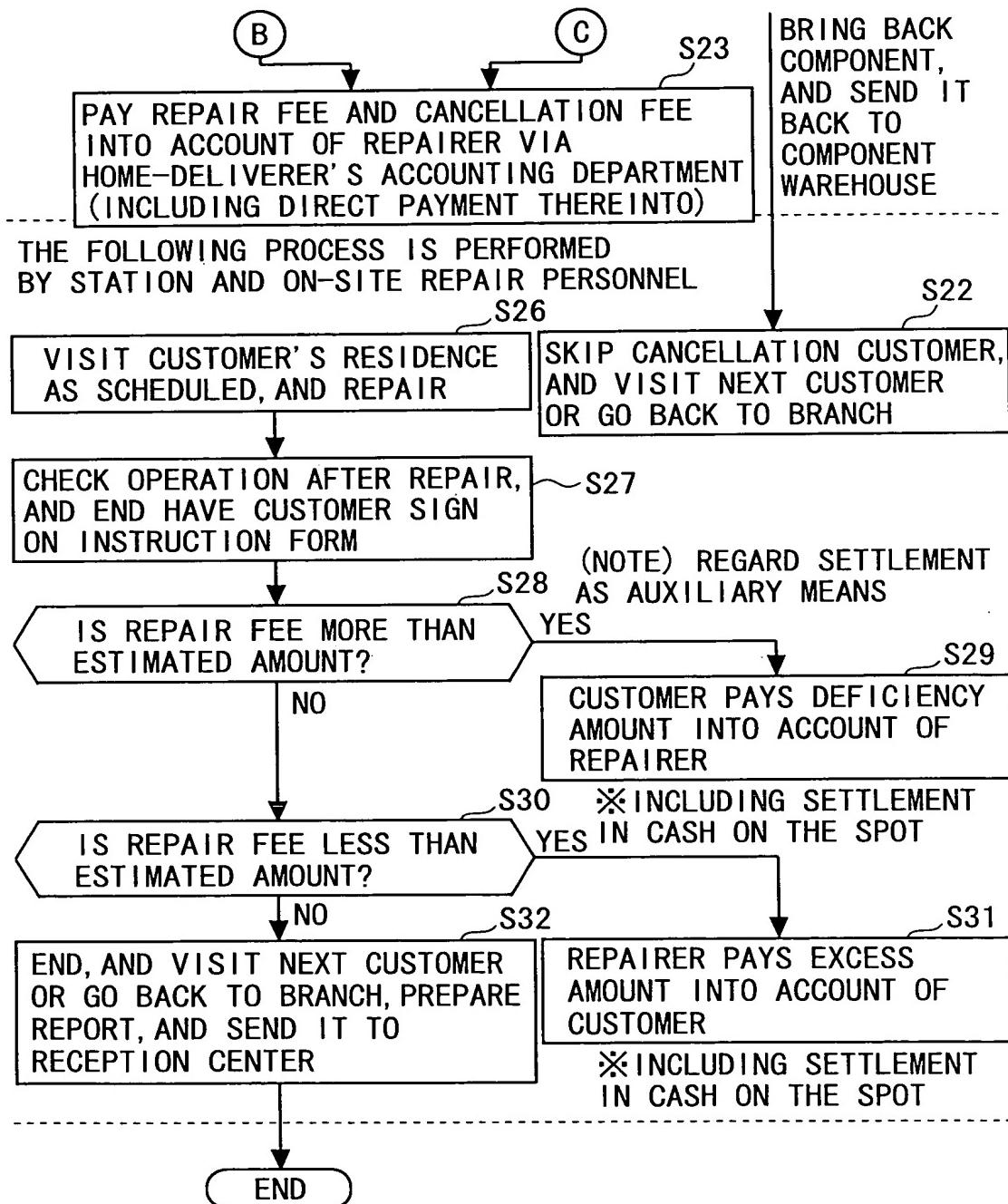


FIG. 17

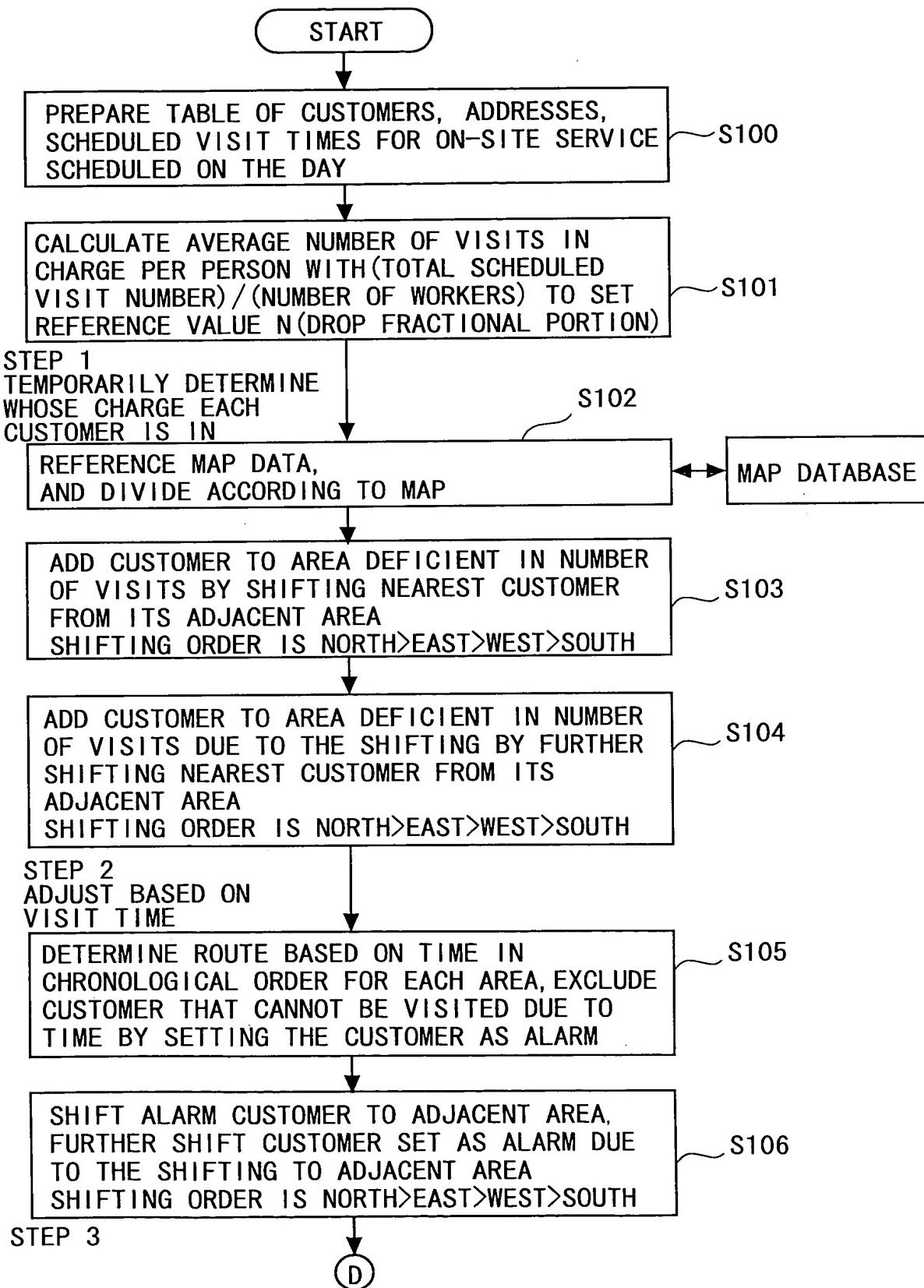


FIG. 18

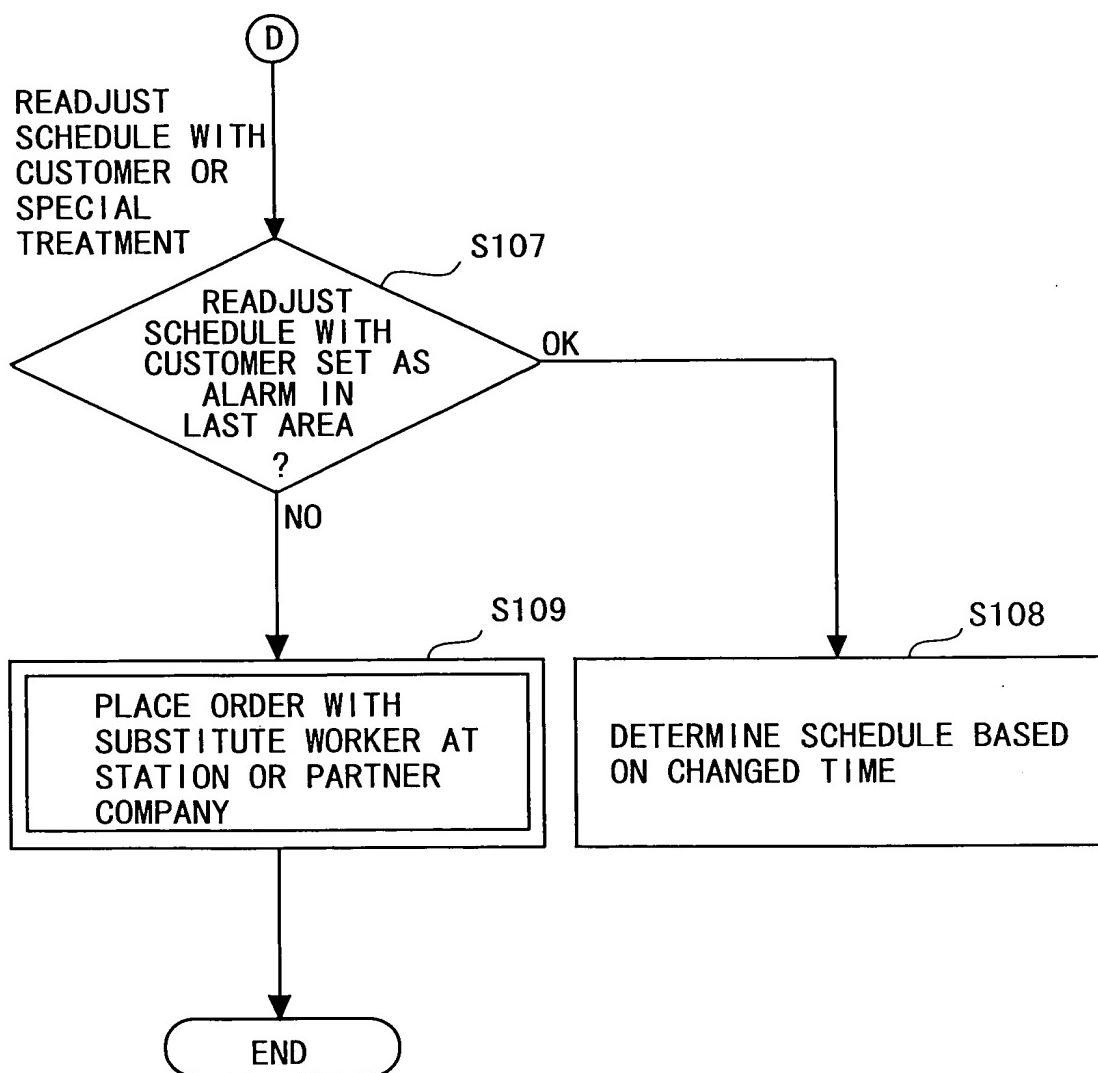


FIG. 19

